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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

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of 1

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<i>Complete If Known</i>	
<i>Application Number</i>	10/678,876; Confirmation NO. 1277
<i>Filing Date</i>	10/03/2003
<i>First Named Inventor</i>	Minh Duy Khuc
<i>Art Unit</i>	2644 2616
<i>Examiner Name</i>	Tri H. Phan
<i>Attorney Docket Number</i>	1202a

NON PATENT LITERATURE DOCUMENTS

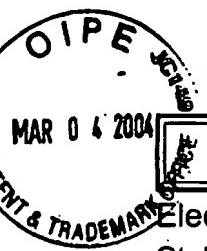
Examiner Signature	/Tri Phan/	Date Considered	06/11/2007
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¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

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ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

Title of Invention	CALL CENTER COMMUNICATIONS SYSTEM FOR HANDLING CALLS TO A CALL CENTER						
Application Number:	10/678876						
Confirmation Number:	1277						
First Named Applicant:	Minh Khuc						
Attorney Docket Number:	1202a						
Art Unit:	2644 2616						
Search string:	(5206903 or 5452350 or 5592541 or 5675635 or 5828740 or 5940496 or 5991392 or 6141342 or 6181703 or 6236722 or 6289094 or 6459788 or 6473505 or 6470008 or 6529504 or 6175822 or 6470081 or 6690664).pn.						
US Patent Documents							
Note: Applicant is not required to submit a paper copy of cited US Patent Documents							
init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/TP/	1	5206903	1993-04-27	Kohler et al.			
/TP/	2	5452350	1995-09-19	Reynolds et al.			
/TP/	3	5592541	1997-01-07	Fleischer, III et al.			
/TP/	4	5675635	1997-10-07	Vos et al.			
/TP/	5	5828740	1998-10-27	Khuc et al.			
/TP/	6	5940496	1999-08-17	Gisby et al.			
/TP/	7	5991392	1999-11-23	Miloslavsky			
/TP/	8	6141342	2000-10-31	Cheesman et al.			
/TP/	9	6181703	2001-01-30	Christie et al.			
/TP/	10	6236722	2001-05-22	Gilbert et al.			
/TP/	11	6289094	2001-09-11	Miloslavsky			
/TP/	12	6459788	2002-10-01	Khuc et al.			
/TP/	13	6473505	2002-10-29	Khuc et al.			
/TP/	14	6470008	2002-10-22	Khuc			
/TP/	15	6529504	2003-03-04	Sbisa			

/TP/	16	6175822	2001-01-16	Jones
/TP/	17	6470081	2002-10-22	Sbisa et al.
/TP/	18	6690664	2004-02-10	Khuc et al.

Signature

Examiner Name	Date
/Tri Phan/	06/11/2007